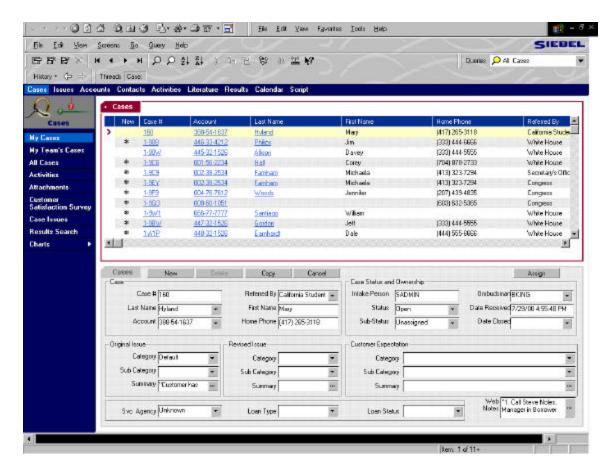
My Cases View



View Description:

The "My Cases" view allows quick searches for specific cases which belong to the user. It displays full details for a particular case while displaying a list of all of a user's cases. The applet is designed to allow easy entry of new case data. The view is the same as the "All Cases," view except for a business component level data filter which will only allow cases which have the user's name populated in the "Ombudsman" field.

OCTS Case List Applet: *top half of view*

The list applet allows the user to scroll through a list of all cases, or to select a subset of cases to view by using the query feature. The query feature allows the user to search for a case on specific information such as the case number or the last name. For more information on querying, see the User Reference Guide. To facilitate efficient work on a case, hyperlinks in some fields provide quick navigation to a different screen/view to provide detailed account or contact information or to schedule or perform activities that will lead to closing the case.

For a detailed data mapping please refer to Appendix B-1

OCTS Case Form Applet: bottom half of view

The form applet displays all pertinent case information for a given case in a single, scroll-free display. The data displayed is that of the active case in the list applet above (the

selected case with the red arrow in left-most column). A new button quickly creates a new case, and the form applet provides an intuitive, efficient method of case data entry.

For a detailed data mapping please refer to Appendix B-2